

NEW AUTOMATIC METER READING (AMR) PROJECT UNDER WAY

Beginning in April 2015 the Water Department will begin replacing all residential water meters. In order to properly manage the city-wide replacement program, a window type appointment will be issued to each resident. This is the most effective way to manage the replacement of approximately 2,000 water meters.

The Water Department greatly appreciates the patience of all our customers during this transition time. Of course we will do our best to accommodate special needs situations.

Here's what to expect:

1. A letter will be sent to each customer announcing their scheduled date for meter replacement and whether to expect a morning or afternoon appointment. We will be trying to give customers 30 days advance notice so that they can arrange for someone to be home during the required appointment.
2. City crews may be out in advance of appointments to check the street connections to make sure they are operational. You may see blue flags or blue paint in your yard marking locations.
3. The water service will be shut off using the valves inside the home, at the meter (each home *should* be equipped with a shut off valve before *and after* the water meter). In some cases it may be necessary to shut off the service at the street connection.
4. Once the new meter is in place the meter readings will be transmitted to the City automatically making manual reading of your water meter no longer necessary.

If you have questions or concerns, please contact the Water Department at 330-688-7491.